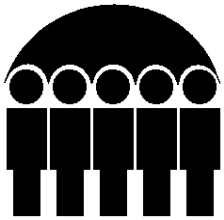
July 11, 2000

CASE SETUP

APPENDIX



Iowa
Department
of
Human Services

Page

INDEX OF SCREENS IN CHAPTER 1
CSRU RESPONSIBILITY BY COUNTY 2
470-2234, Notice of Direction of Payments (Payee) 4
470-2235, Notice of Direction of Payments (Payor) 5
470-2562, Emancipation Verification 6
470-2681, Case Status Report (Payor) 7
470-2682, Case Status Report (Payee) 8
470-3521, Enrollment Verification 9
470-3877, Child Support Information 10
470-3929, Establishment Questionnaire 11
CASE TYPE/GROUP CODE TABLE 13
CHILD CARE OBLIGATIONS AS CHILD SUPPORT TABLE 16
RECIPROCITY TABLE 17

INDEX OF SCREENS IN CHAPTER

This is a guide to assist you in quickly locating the description of each screen referenced in the *CASE SETUP* chapter.

Screen	Page Illustrated
ATTORNEY	65
CASE	6
CASE PROCESS STATUS	156-158
CHILD	43
CHILD2	51
CHILDREN LIST	60
COLA ADJUSTMENT	129
COURT ORDER	69
CROSS REFERENCING - NAME SELECTION	138
CROSS REFERENCING VERIFICATION	142, 148, 150
DISTRIBUTION HISTORY	112-114
HEALTH INSURANCE UPDATE	83
NAME SEARCH	3
NOTIFICATION LETTERS	135
OBLIGATION	89
OBLIGATION ADJUSTMENT	104
OBLIGATION DISTRIBUTION	102, 111-113
OBLIGATION HISTORY	109
OBLIGATION LIST	62
PARENT LOCATE	23
PAYEE	32
PAYEE2	38
PAYOR	16
PAYOR2	30
PETITIONER/RESPONDENT LIST	85, 86
STEP CHANGE DISPLAY	107
VIEW CONSUMER PRICE INDEX	133
VIEW COST OF LIVING ADJ	132

CSRU RESPONSIBILITY BY COUNTY

Following is a list of all counties in Iowa with the corresponding CSRU office that has authority for handling cases in the county. This is used to determine the appropriate location and CSRU worker for each case.

County	CSRU	County	CSRU
1. Adair	Creston	30. Dickinson	Spencer
2. Adams	Creston	31. Dubuque	Dubuque
3. Allamakee	Decorah	32. Emmet	Spencer
4. Appanoose	Ottumwa	33. Fayette	Decorah
5. Audubon	Carroll	34. Floyd	Mason City
6. Benton	Cedar Rapids	35. Franklin	Mason City
7. Black Hawk	Waterloo	36. Fremont	Council Bluffs
8. Boone	Des Moines	37. Greene	Carroll
9. Bremer	Waterloo	38. Grundy	Marshalltown
10. Buchanan	Waterloo	39. Guthrie	Carroll
11. Buena Vista	Sioux City	40. Hamilton	Fort Dodge
12. Butler	Waterloo	41. Hancock	Mason City
13. Calhoun	Fort Dodge	42. Hardin	Marshalltown
14. Carroll	Carroll	43. Harrison	Council Bluffs
15. Cass	Creston	44. Henry	Burlington
16. Cedar	Clinton	45. Howard	Decorah
17. Cerro Gordo	Mason City	46. Humboldt	Fort Dodge
18. Cherokee	Sioux City	47. Ida	Sioux City
19. Chickasaw	Decorah	48. Iowa	Cedar Rapids
20. Clarke	Creston	49. Jackson	Clinton
21. Clay	Spencer	50. Jasper	Des Moines
22. Clayton	Decorah	51. Jefferson	Ottumwa
23. Clinton	Clinton	52. Johnson	Cedar Rapids
24. Crawford	Carroll	53. Jones	Cedar Rapids
25. Dallas	Des Moines	54. Keokuk	Ottumwa
26. Davis	Ottumwa	55. Kossuth	Mason City
27. Decatur	Creston	56. Lee	Burlington
28. Delaware	Waterloo	57. Linn	Linn FOC
29. Des Moines	Burlington	58. Louisa	Burlington

County	CSRU	County	CSRU
59. Lucas	Ottumwa	80. Ringgold	Creston
60. Lyon	Spencer	81. Sac	Carroll
61. Madison	Des Moines	82. Scott	Davenport
62. Mahaska	Ottumwa	83. Shelby	Carroll
63. Marion	Des Moines	84. Sioux	Spencer
64. Marshall	Marshalltown	85. Story	Des Moines
65. Mills	Council Bluffs	86. Tama	Marshalltown
66. Mitchell	Mason City	87. Taylor	Council Bluffs
67. Monona	Sioux City	88. Union	Creston
68. Monroe	Ottumwa	89. Van Buren	Ottumwa
69. Montgomery	Council Bluffs	90. Wapello	Ottumwa
70. Muscatine	Davenport	91. Warren	Des Moines
71. O'Brien	Spencer	92. Washington	Ottumwa
72. Osceola	Spencer	93. Wayne	Ottumwa
73. Page	Council Bluffs	94. Webster	Fort Dodge
74. Palo Alto	Spencer	95. Winnebago	Mason City
75. Plymouth	Sioux City	96. Winneshiek	Decorah
76. Pocahontas	Fort Dodge	97. Woodbury	Sioux City
77. Polk	Des Moines	98. Worth	Mason City
78. Pottawattamie	Council Bluffs	99. Wright	Fort Dodge
79. Poweshiek	Marshalltown		

470-2234, Notice of Direction of Payments (Payee)

Purpose	Form 470-2234 informs the obligee that child support has been redirected to the Collection Services Center.
Source	ICAR generates this letter through a batch process.
Completion	ICAR automatically generates this form on all active FIP, foster care and non-public assistance cases that have orders for support when a Y is entered in the NOTICE GENERATE field on the CASE screen.
Distribution	This form is mailed to the payee on the case.
Data	The form identifies:

- The redirection of payment date.
- The number and filing date of the order.
- The date the order was added to CSC records.
- The payor and children on the order.
- A summary of support obligations, as follows:

Support due the children at <$amount> monthly

From <mm/dd/ccyy> thru <mm/dd/ccyy> which equals a total of, support ordered as of <mm/dd/ccyy>	$<Amount>
Summary of current support obligations:	
Current monthly support due the children.	$<Amount>
Total support ordered as of<mm/dd/ccyy>	$<Amount>
Payments credited by collection service center	$<Amount>
Total amount credited as of <mm/dd/ccyy>	$<Amount>
Total amount owed as of <mm/dd/ccyy>	$<Amount>

Note: This amount does not reflect payments made directly to the payee.

470-2235, Notice of Direction of Payments (Payor)

Purpose

Form 470-2235 informs the obligor that the child support payments have been redirected to the Collection Services Center and directs the obligor how to obtain additional information on the case.

Source

ICAR generates this letter through a batch process.

Completion

ICAR automatically generates this form on all active FIP, foster care, and non-public assistance cases that have orders for support when a Y is entered in the NOTICE GENERATE field on the CASE screen..

Distribution

This form is mailed to the payor on the case.

Data

The form identifies:

- The redirection of payment date.
- The number and filing date of the order.
- The date the order was added to CSC records.
- The payee and children on the order.
- A summary of support obligation, as follows:

Current support due the children at <$amount> monthly

From <mm/dd/ccyy> thru <mm/dd/ccyy> which equals a total of, support ordered as of <mm/dd/ccyy>	$<Amount>
Summary of current support obligations:	
Current monthly support due the children.	$<Amount>
Total support ordered as of<mm/dd/ccyy>	$<Amount>
Payments credited by collection service center	$<Amount>
Total amount credited as of <mm/dd/ccyy>	$<Amount>
Total amount owed as of <mm/dd/ccyy>	$<Amount>

Note: This amount does not reflect payments made directly to the payee.

470-2562, Emancipation Verification

Purpose	Form 470-2562 is used to request information on the status of the child in relation to the terms set in the court order for ending the payor's obligation to support the child.
Source	ICAR generates this form automatically through a batch process.
Completion	ICAR generates this letter 60 days before the date entered in the EMANC DATE field on the CHILD screen when a "Y" is entered in the LTR field on the CHILD screen. To use this request for annual verification, change the date in the EMANC DATE field on the CHILD screen ahead one year after each verification.
Distribution	A copy of the letter is sent to the obligor and the obligee at their verified addresses.
Data	The obligor and obligee are asked to report: ♦ Whether the child has graduated or left school without graduating. ♦ What schools the child has attended and will attend. ♦ Whether the child has married or joined the military. ♦ Whether the child is taking further education or training.

470-2681, Case Status Report (Payor)

Purpose	Form 470-2681 is used to inform the payor as to the status of the case and to obtain up to date information from the payor.
Source	ICAR automatically generates this form when a "Y" is entered in the GEN STATUS field on the PAYOR screen.
Distribution	The copy goes to the payor's last known verified address.
Data	ICAR requires you to enter a narrative explaining the current status of the case.

470-2682, Case Status Report (Payee)

Purpose	Form 470-2682 is used to inform the payee as to the status of the case and to obtain up to date information from the payee.
Source	ICAR automatically generates this form when a "Y" is entered in the GEN STATUS field on the PAYEE screen.
Distribution	The copy goes to the payee's last known verified address.
Data	ICAR requires you to enter a narrative explaining the current status of the case.

470-3521, Enrollment Verification

Purpose	Form 470-3521 is used to verify the child's schooling status.
Source	ICAR generates this letter through a batch process.
Completion	To generate this letter to verify the schooling status of the child, enter a "Y" in the SCHOOL field on the CHILD screen.
Distribution	This letter is sent directly to the school the child is attending. If the child is being home-schooled, a letter may be sent to the certified teacher who reviews the progress of the child.
Data	The form ask the school to provide the child's: ♦ Enrollment status. ♦ Graduation date or date of last school attendance. ♦ Home-schooling status. ♦ Certified teacher.

470-3877, Child Support Information

Purpose	Use form 470-3877, *Child Support Information,* to get case information from the payee needed to proceed with administrative establishment of paternity and support.
Source	Enter a "Y" in the QUEST field on the CASE screen to generate this form the first time or an "R" to regenerate it.
Completion	Complete this form when you open a new PA case and you do not already have this information from other sources. ICAR automatically enters some data into this form and you must enter the rest of the data. The payee completes the remainder of the form and signs it.
Distribution	Send this form by first-class mail to the payee. Keep a copy of the signed and completed form in the case file. If the payee is a non-parental caretaker, send one form to the payee (or the mother if address known). Keep a copy of the signed and completed form in both of the parents' case file.
Data	ICAR enters the following information: ♦ Current date. ♦ Case number. ♦ Payee's name and address. ♦ Worker ID. ♦ If the payee is a non-parental caretaker. ♦ Unit's address. ♦ Child(ren)'s names. ♦ Date payee needs to return form. ♦ Payor's name. The worker enters the following information: ♦ Second case number. ♦ If the payee is the mother. ♦ If the payee is the father. ♦ If paternity is not established for any child. ♦ Second parent's name.

470-3929, Establishment Questionnaire

Purpose	Use form 470-3929, *Establishment Questionnaire,* to get case information from the payee needed to proceed with administrative establishment of paternity and support.
Source	Enter a "Y" in the QUEST field on the CASE screen to generate this form the first time or an "R" to regenerate it.
Completion	Complete this form when you open a new NPA case and you do not already have this information from other sources. ICAR automatically enters some data into this form and you must enter the rest of the data. The payee completes the remainder of the form and signs it.
Distribution	Send this form by first-class mail to the payee. Keep a copy of the signed and completed form in the case file. If the payee is a non-parental caretaker, send one form to the payee (or the mother if address known). Keep a copy of the signed and completed form in both of the parents' case file.
Data	ICAR enters the following information: ♦ Current date. ♦ Case number. ♦ Payee's name and address. ♦ Worker ID. ♦ If the payee is a non-parental caretaker. ♦ Unit's address. ♦ Child(ren)'s names. ♦ Payee's SSN. ♦ Payee's telephone number. ♦ Date payee needs to return form. ♦ Payor's name.

The worker enters the following information:

- Second case number.
- If the payee is the mother.
- If the payee is the father.
- If paternity is not established for any child.
- Second parent's name.

CASE TYPE/GROUP CODE TABLE

Use this table to determine the appropriate case type and first two characters of the group code for entry of Iowa court order numbers in the ICIS C.O. NUMBER field on the HEADER and COURTORD screens. All counties use a combination of DRCV, DREQ and DRCI, while other combinations of these codes are unique to each county.

County	Uniform Support US	Equity EQ	Domestic Abuse DA	Civil Docket CD	Juvenile JV
1 Adair	CV	CV	CV	DM	JV
2 Adams	CV	CV	CV	DM	JV
3 Allamakee	US	CV	CV	DM	JV
4 Appanoose	EQ	EQ	EQ	CV	JV
5 Audubon	CV	CV	CV	DM	JV
6 Benton	CV	CV	DA	DM	JV
7 Black Hawk	US	CV	CV	DM	JV
8 Boone	CV	CV	CV	DM	JV
9 Bremer	CV	CV	CV	DM	JV
10 Buchanan	US	CV	CV	DM	JV
11 Buena Vista	CV	CV	CV	CD	JV
12 Butler	CV	CV	CV	DM	JV
13 Calhoun	CV	CV	CV	DM	JV
14 Carroll	CV	CV	CV	DM	JV
15 Cass	CV	CV	CV	DM	JV
16 Cedar	CV	CV	CV	CD	JV
17 Cerro Gordo	CV	CV	CV	DM	JV
18 Cherokee	CV	CV	CV	CD	JV
19 Chickasaw	US	CV	CV	DM	JV
20 Clarke	CV	CV	CV	DM	JV
21 Clay	CV	CV	CV	CD	JV
22 Clayton	US	CV	CV	DM	JV
23 Clinton	CV	CV	CV	CV	JV
24 Crawford	CV	CV	CV	CD	JV
25 Dallas	US	CV	DA	DM	JV
26 Davis	EQ	EQ	EQ	CV	JV
27 Decatur	CV	CV	CV	DM	JV
28 Delaware	US	CV	CV	DM	JV
29 Des Moines	EQ	EQ	EQ	CV	JV

County	Uniform Support US	Equity EQ	Domestic Abuse DA	Civil Docket CD	Juvenile JV
30 Dickinson	US	CV	CV	CD	JV
31 Dubuque	US	CV	CV	DM	JV
32 Emmet	CV	CV	CV	CD	JV
33 Fayette	US	CV	CV	DM	JV
34 Floyd	CV	CV	CV	DM	JV
35 Franklin	CV	CV	CV	DM	JV
36 Fremont	CV	CV	CV	DM	JV
37 Greene	CV	CV	CV	DM	JV
38 Grundy	CV	CV	CV	DM	JV
39 Guthrie	CV	CV	CV	DM	JV
40 Hamilton	CV	CV	CV	DM	JV
41 Hancock	CV	CV	CV	DM	JV
42 Hardin	CV	CV	CV	DM	JV
43 Harrison	CV	CV	CV	DM	JV
44 Henry	EQ	EQ	EQ	CV	JV
45 Howard	US	EQ	CV	DM	JV
46 Humboldt	CV	CV	CV	DM	JV
47 Ida	CV	CV	CV	CD	JV
48 Iowa	CV	CV	DA	DM	JV
49 Jackson	CV	CV	CV	CD	JV
50 Jasper	CV	CV	CV	CD	JV
51 Jefferson	EQ	EQ	EQ	CV	
52 Johnson	CV	CV	DA	DM	JV
53 Jones	CV	CV	DA	DM	JV
54 Keokuk	EQ	EQ	EQ	CV	JV
55 Kossuth	CV	CV	CV	CV	JV
56 Lee	EQ	EQ	EQ	CV	JV
57 Linn	CV	CV	DA	DM	JV
58 Louisa	EQ	EQ	EQ	CV	JV
59 Lucas	CV	CV	CV	DM	JV
60 Lyon	CV	CV	CV	CD	JV
61 Madison	CV	CV	CV	DM	JV
62 Mahaska	EQ	EQ	EQ	DM	JV
63 Marion	CV	CV	CV	DM	JV
64 Marshall	US	CI	OT	CD	JV

County	Uniform Support US	Equity EQ	Domestic Abuse DA	Civil Docket CD	Juvenile JV
65 Mills	CV	CV	CV	DM	JV
66 Mitchell	CV	CV	CV	DM	JV
67 Monona	CV	CV	CV	CD	JV
68 Monroe	EQ	EQ	EQ	CV	JV
69 Montgomery	CV	CV	CV	DM	JV
70 Muscatine	CV	CV	CV	CD	JV
71 O'Brien	CV	CV	CV	CD	JV
72 Osceola	CV	CV	CV	CD	JV
73 Page	CV	CV	CV	DM	JV
74 Palo Alto	CV	CV	CV	CD	JV
75 Plymouth	CV	CV	CV	CD	JV
76 Pocahontas	CV	CV	CV	DM	JV
77 Polk	US	CE	DA	CD	JV
78 Pottawattamie	CV	CV	CV	DM	JV
79 Poweshiek	EQ	EQ	EQ	CV	JV
80 Ringgold	CV	CV	CV	DM	JV
81 Sac	CV	CV	CV	DM	JV
82 Scott	US	CE	DA	CD	JV
83 Shelby	CV	CV	CV	DM	JV
84 Sioux	CV	CV	CV	CD	JV
85 Story	CV	CV	CV	DM	JV
86 Tama	CV	CV	DA	DM	JV
87 Taylor	CV	CV	CV	DM	JV
88 Union	CV	CV	CV	DM	JV
89 Van Buren	EQ	EQ	EQ	CV	JV
90 Wapello	EQ	EQ	EQ	CV	JV
91 Warren	CV	CV	CV	DM	JV
92 Washington	EQ	EQ	EQ	DM	JV
93 Wayne	CV	CV	CV	DM	JV
94 Webster	CV	CV	CV	DM	JV
95 Winnebago	CV	CV	CV	DM	JV
96 Winneshiek	US	CV	CV	DM	JV
97 Woodbury	CV	CV	CV	CD	JV
98 Worth	CV	CV	CV	DM	JV
99 Wright	CV	CV	CV	DM	JV

CHILD CARE OBLIGATIONS AS CHILD SUPPORT TABLE

Use the following chart to identify whether a state or jurisdiction considers child care obligations child support. Please contact the Bureau of Collections Policy Unit for additional information on states listed with an asterisk (*) in the "Treatment of Child Support Obligations" column.

State	Treatment of Child Care Obligations
Alabama	*
Alaska	*
Arizona	*
Arkansas	*
California	Child Support
Colorado	*
Connecticut	*
Delaware	*
Florida	*
Georgia	*
Hawaii	*
Idaho	*
Illinois	*
Indiana	*
Iowa	Not Child Support
Kansas	*
Kentucky	*
Louisiana	*
Maine	*
Maryland	*
Massachusetts	*
Michigan	Child Support
Minnesota	Child Support
Mississippi	*
Missouri	*
Montana	*
Nebraska	Not Child Support
Nevada	*
New Hampshire	*
New Jersey	*

State	Treatment of Child Care Obligations
New Mexico	*
New York	Child Support
North Carolina	*
North Dakota	*
Ohio	*
Oklahoma	Child Support
Oregon	*
Pennsylvania	*
Rhode Island	*
South Carolina	*
South Dakota	Not Child Support
Tennessee	*
Texas	*
Utah	*
Vermont	*
Virginia	*
Washington	*
West Virginia	*
Wisconsin	*
Wyoming	*

Other United States Jurisdictions	Treatment of Child Care Obligations
American Samoa	*
District of Columbia	*
Guam	*
Mariana Islands	*
Puerto Rico	*
U.S. Virgin Islands	*

RECIPROCITY TABLE

Use this table to determine if the United States or Iowa has reciprocity with a country when international child support enforcement is an issue.

Federal/State Agreement	Country
United States	Australia
United States	Czech Republic
United States	Ireland
United States	Netherlands
United States	Norway
United States	Poland
United States	Portugal
United States	Slovak Republic
United States	Switzerland
United States	Alberta (Canadian Province)
United States	British Columbia (Canadian Province)
United States	Manitoba (Canadian Province)
United States	New Brunswick (Canadian Province)
United States	Northwest Territories (Canadian Province)
United States	Nunavut (Canadian Province)
United States	Newfoundland/Labrador (Canadian Province)
United States	Nova Scotia (Canadian Province)
United States	Ontario (Canadian Province)
Iowa	France
Iowa	Germany
Iowa	Nicaragua
Iowa	Sweden
Iowa	England (United Kingdom)
Iowa	Northern Ireland (United Kingdom)
Iowa	Scotland (United Kingdom)
Iowa	Wales (United Kingdom)
Iowa	Saskatchewan (Canadian Province)
Iowa	Yukon Territory (Canadian Province)

STATE OF IOWA

THOMAS J. VILSACK, GOVERNOR
SALLY J. PEDERSON, LT. GOVERNOR

DEPARTMENT OF HUMAN SERVICES
JESSIE K. RASMUSSEN, DIRECTOR

July 11, 2000

GENERAL LETTER NO. 9-E-AP-1

ISSUED BY: Bureau of Collections,
Division of Child Support, Case Management, and Refugee Services

SUBJECT: Employees' Manual, Title 9, Chapter E, ***CASE SETUP APPENDIX***, Title page, new; Table of Contents (pages 1), new; and pages 1-12, new, and the following new forms:

470-2234	*Notice of Direction of Payments (Payee)*
470-2235	*Notice of Direction of Payments (Payor)*
470-2562	*Emancipation Verification*
470-2681	*Case Status Report (Obligor)*
470-2682	*Case Status Report (Obligee)*
470-3521	*Enrollment Verification*

Summary

This appendix includes:

- An index of the screens used throughout the chapter.
- A table of CSRU office responsibility by county.
- System-generated forms pertinent to setting up a case and the emancipation of children.
- A case type/group code table used for entry of court orders in the system.

Effective Date

Upon receipt.

Material Superseded

None.

Additional Information

Refer questions about this general letter to your regional collections administrator.

STATE OF IOWA

THOMAS J. VILSACK, GOVERNOR
SALLY J. PEDERSON, LT. GOVERNOR

DEPARTMENT OF HUMAN SERVICES
KEVIN W. CONCANNON, DIRECTOR

August 19, 2003

GENERAL LETTER NO. 9-E-AP-2

ISSUED BY: Bureau of Collections, Division of Child Support, Case Management and Refugee Services.

SUBJECT: Employees' Manual, Title 9, Chapter E, ***CASE SETUP APPENDIX***, Contents (page 1), revised; and page 13, new

Summary

This chapter is revised to add the *Child Care Obligations as Child Support Table* which identifies which states or jurisdictions consider child care obligations as child support.

Effective Date

Upon receipt.

Material Superseded

Remove the following page from Employee's Manual, Title 9, Chapter E and destroy it.

Page	Date
Contents (Page 1)	July 11, 2000

Additional Information

Refer questions about this general letter to your regional collections administrator.

STATE OF IOWA

THOMAS J. VILSACK, GOVERNOR
SALLY J. PEDERSON, LT. GOVERNOR

DEPARTMENT OF HUMAN SERVICES
KEVIN W. CONCANNON, DIRECTOR

April 20, 2004

GENERAL LETTER NO. 9-E-AP-3

ISSUED BY: Bureau of Collections, Division of Child Support, Case Management and Refugee Services.

SUBJECT: Employees' Manual, Title 9, Chapter E, ***CASE SETUP APPENDIX***, pages 1 and 13, revised.

Summary

The table on Child Care Obligations as Child Support is revised to indicate that Nebraska does not treat child care obligations as child support.

The index of screen images in Chapter 9-E is updated.

Effective Date

Upon receipt.

Material Superseded

Remove the following pages from Employees' Manual, Title 9, Chapter E, Appendix, and destroy them.

Page	Date
1	July 11, 2000
13	August 19, 2003

Additional Information

Refer questions about this general letter to your regional collections administrator.

STATE OF IOWA

CHESTER J. CULVER, GOVERNOR
PATTY JUDGE, LT. GOVERNOR

DEPARTMENT OF HUMAN SERVICES
KEVIN W. CONCANNON, DIRECTOR

February 22, 2008

GENERAL LETTER NO. 9-E-AP-4

ISSUED BY: Bureau of Collections, Division of Child Support, Case Management, and Refugee Services

SUBJECT: Employees' Manual, Title 9, Chapter E, Appendix, ***CASE SETUP APPENDIX***, Contents (page 1), revised; pages 1 and 7 through 13, revised; pages 14 through 17, new; and the following forms:

470-2562	*Emancipation Verification,* revised
470-2682	*Case Status Report (Payee),* updated
470-3521	*Enrollment Verification,* revised
470-3877	*Child Support Information,* new
470-3929	*Establishment Questionnaire,* new

Summary

This chapter is revised to:

- Change the terms "obligor" to "payor" throughout.
- Change the terms "obligee" to "payee" throughout.
- Update form 470-2562, *Emancipation Verification,* and form 470-3521, *Enrollment Verification,* to simplify the questions.
- Update form 470-2682, *Case Status Report (Payee),* to change the terms "obligor" to "payor."
- Add forms 470-3877, *Child Support Information,* and form 470-3929, *Establishment Questionnaire,* which are used to get case information from the PA or NPA payee, respectively, that is needed to proceed with administrative establishment of paternity and support.
- Update the table of case types and groups used to enter court orders on the Iowa Collection and Reporting system.
- Update the table to provide information on Oklahoma and South Dakota's treatment of child care obligations.
- Provide a list of countries and Canadian provinces with which the United States or Iowa has reciprocity.

Effective Date

Immediately.

Material Superseded

Remove the following pages from Employees' Manual, Title 9, Chapter E, Appendix, and destroy them:

Page	Date
Contents (page 1)	August 19, 2003
1	April 20, 2004
470-2562	6/99
7, 8	July 11, 2000
470-2682	7/90
470-3521	6/99
9-12	July 11, 2000
13	April 20, 2004

Additional Information

Refer questions about this general letter to your regional collections administrator.

STATE OF IOWA

CHESTER J. CULVER, GOVERNOR
PATTY JUDGE, LT. GOVERNOR

DEPARTMENT OF HUMAN SERVICES
KEVIN W. CONCANNON, DIRECTOR

March 14, 2008

GENERAL LETTER NO. 9-E-AP-5

ISSUED BY: Bureau of Collections, Division of Child Support, Case Management, and Refugee Services

SUBJECT: Employees' Manual, Title 9, Chapter E, Appendix, ***CASE SETUP APPENDIX***, pages 7 and 8, revised.

Summary

This chapter is revised to correct the "Distribution" instructions on the following forms:

- 470-2681, *Case Status Report (Payor)*
- 470-2682, *Case Status Report (Payee)*

Effective Date

Immediately.

Material Superseded

Remove the following pages from Employees' Manual, Title 9, Chapter E, Appendix, and destroy them:

Page	Date
7, 8	February 22, 2008

Additional Information

Refer questions about this general letter to your regional collections administrator.